

RI CIVIL SERVICE MARKS 50 YEARS OF PROGRESS



This year marks the 50th anniversary of the Rhode Island Civil Service System.

Prior to 1939, public posts were filled by the political party in power without regard to the qualifications of those appointed — the spoils system.

Under this system, when an administration changed, so did the state's entire workforce, as consistency and stability were sacrificed to expediency. By the time employees learned their jobs, it was likely that they'd be pushed out to make way for someone of another political stripe.

The Rhode Island spoils system in which the party faithful received jobs as political rewards, was replaced by the Merit System on January 1, 1940.

The immediate results of the Merit Law Act of 1939 was the creation of a Department of Civil Service with a director and three commissioners who acted as the policy making body in implementing the principles of the new Merit Law.

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GOVERNOR'S HOLIDAY MESSAGE



State of Rhode Island and Providence Plantations
EXECUTIVE CHAMBER, PROVIDENCE

Edward D. DiPrete
Governor

Dear State Employee:

As we mark the end of 1989, this is a fitting time to look back with pride upon several accomplishments all of us in state government have achieved during the past twelve months.

Rhode Island continues to be a national leader in the areas of education and economic development. In fact, we have been heralded nationally for the Children's Crusade for Higher Education.

This year also marks the beginning of education reform in our state. The key element in this reform is the school choice initiative. I am confident that this program will make Rhode Island's schools the best in the nation.

With the assistance of our department directors, the state closed its fiscal year ending June 30, 1989 with a sound, balanced budget. We can also be proud that our state has one of the lowest unemployment rates in the nation and an unprecedented economic renaissance, which has produced a rich harvest of prosperity and the resources to make investments in our people and our future.

As Governor, I would like to thank you for your hard work and dedication to state government. Also, I would like to extend to you and your family a happy Holiday Season and a healthy, prosperous New Year.

Sincerely,

Edward D. DiPrete

Edward D. DiPrete
Governor

Season's Greetings

URI WORKER RECEIVES MAXIMUM CASH AWARD FOR SUGGESTION



Domenic Moretti is a painter in the Office of Residential Life at the University of Rhode Island, Kingston campus, with nearly 20 years of state service. He is also \$2000. richer.

Moretti received the 1989 maximum cash incentive from the State Awards Program, a "suggestion" program designed to recognize ideas and proposals which result in cost savings to the State.

Moretti devised a plan for alleviating overcrowding in student dormitories by effectively converting unused open space at the end of hallways into rooms where feasible.

The proposal will add approximately 45 living units and will generate an estimated \$100,000 in increased revenue to the Office of Residential Life auxiliary income account the first year alone.

The Capital Projects Department has approved the plan, and work is scheduled to begin shortly on implementing Moretti's idea.

pRIde salutes Domenic Moretti for his initiative and on his success. We also extend a special "thank you" to all state employees who submitted suggestions during 1989.

YOU TOO CAN BENEFIT FROM ESP (EMPLOYEE SUGGESTION PROGRAM)

How do You Benefit? — The adoption of your suggestion means:

RECOGNITION. You will be recognized as a creative thinker and a conscientious worker.

OPPORTUNITY — The awards program provides you with the opportunity to directly improve all phases of state government.

AWARDS — You will be rewarded for adopted ideas that save money. What is a Good Suggestion? — An idea, plan or proposal designed to improve some phase of operations is a good suggestion. Your ideas may be new, or they may be a new application of an old idea. A good suggestion does more than call attention to a problem, however. It also proposes a constructive solution; it improves an existing situation. Specifically, your ideas should:

- **Improve:** methods, procedures or morale
- **Eliminate:** bottlenecks, duplication of work
- **Reduce:** costs, waste, errors
- **Increase:** production, efficiency, service
- **Save:** lives, time, effort, money.

How to Find a Good Idea — The best place to find a good idea is at your own job. You're the expert. If anyone knows how to improve your job, you do.

Write it Down — Make your entry on an official suggestion form (CS-368). Be specific, be brief. Don't worry about fancy wording or typing. Include reasons why you think it's a good suggestion. If you need help, ask your supervisor or department head.

Send it In — Send your suggestion to: Employee Suggestion Program (ESP), Office of Personnel Administration, One Capitol Way, Providence, RI 02901. All suggestions will be promptly acknowledged. GOOD LUCK!

STATE EMPLOYEES IN THE NEWS



Thomas D. Romeo, Director of the R.I. Department of Mental Health, Retardation and Hospitals (MHRH), has been named President-elect of the National Association of State Mental Health Program Directors (NASMHPD), in preparation to assume the presidency in July, 1990.

As President-elect, Romeo will work closely with current President Pamela Hyde, J.D. of Ohio, to assure a smooth transition in the leadership role next year.

Mental health program directors are heads of state government agencies that service the mentally ill, developmentally disabled, and people troubled by drug or alcohol abuse. These agencies include 28,799 state and local psychiatric hospitals and ambulatory mental health programs and facilities in the 55 states and territories.

The Association is instrumental in the formulation of national mental health policies. It also compiles and disseminates information on mental health issues to federal agencies, the United States Congress and national organizations.

Romeo has just completed a term as NASMHPD's Secretary.

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Malcolm Daniels, Chief of the Rhode Island Department of Environmental Management's Boating Safety Division was elected vice-president of the Northeastern States Boating Law Administrator's Association.

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Victor Mendoza, a Recruitment Specialist on the staff of the Office of Personnel Administration has been appointed by Governor DiPrete to serve on the R.I. Commission for Minority Affairs for the term expiring February 1, 1992.

Mendoza is a graduate of the Henry George School of Political and Economic Sciences in the Dominican Republic. He attended New York University's American Language Institute; received a Bachelor of Science degree in Human Services from New Hampshire College; and holds an Associate Degree in Business Management from Rhode Island College.

Mendoza has an extensive background and experience in human relations, particularly with the Hispanic community.

His memberships and affiliations include: Chairperson, Hispanic Cultural Arts Committee of RI; State Minority Business Enterprise Commission; State Minority Advisory Committee on State Police; RI School Staff Institute, Department of Education; Providence Center of Counseling & Psychiatric Services; O.I.C. of RI; John Hope Settlement House; Hispanic Association of Social Workers of RI; Vocational Resources, Inc.; and Leadership of RI/Alumni Organization.

His awards include "Who is Who" in the Hispanic Community of RI; Progresso Latino Congress 1980; Recognition from the Coalition of Hispanic Organizations (COH) for Outstanding Contribution, 1978; 350 Award from the City of Providence as Outstanding Citizen of Rhode Island, 1986.

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Putting JOY Back in the EnJOYment of the Holidays

By Connie Keene, R.N., M.S.N. RIGHA

The fear and the rush of "not having it done" or not perfect, can and often does rob us of the JOY of the holidays. Holiday traditions are learned behaviors of expectations. Some of these expectations are of family gatherings, purchasing, making and exchanging gifts, food preparations, visiting, etc. It's no wonder people say, "I can't wait until the holidays are over."

The above is typical of the "traditional" family, but when the family changes through separations or conflicts, the result may be that you are left with unfulfilled holiday traditions and maybe sadness — another example of "I dread the holidays."

Almost no one escapes emotional change through the major holidays. The anticipation of the holidays and how we approach them have a great deal to do with the enJOYment that we experience. How much of the anticipation of holiday festivity is under our control? Let's look.

The major holidays have emotional meaning that is usually based on previous holiday experience and family tradition. Should this be the basis for your holidays now or would you like to change it? What would this mean? How could you make your holiday anticipation and/or preparation easier and more supportive of your own needs? Would it mean limiting yourself? Reorganization? Giving up old traditions and making new ones?

The following suggestions are offered to help you take a second look at the way you manage your holidays, and perhaps consider a few supportive changes.

- Examine your negative beliefs and attitudes. Examine the negative beliefs and attitudes you have. Which ones tend to spoil the holiday spirit? Take charge of this problem, and make your holiday celebration an event that you will enjoy.
- Examine your expectations. Recognize that one of the major spoilers of the holidays is being overwhelmed. Expect less of yourself and others. Be realistic.
- Stop comparing yourself and your traditions. Just be yourself, without comparisons or attempts to do it like others do it.
- Decide for yourself what values and traditions you want. Examine how the influence of commercialism has affected you, and make appropriate choices according to your values and traditions.
- Don't allow yourself to be pressured. Know your limitations. Let go of excessively high expectations.
- Refuse to allow yourself to be lonely, even if you happen to be alone for the holidays. Acceptance of a difficult situation will often release you from the negative emotions. You can choose to think anything you want, so it is pointless to dwell on painful thoughts. Practice release of negative thoughts and feelings through activity that requires your full attention. Perhaps begin something new, like volunteering to serve the needy.
- Stop believing that the holidays always have to be the same. Remember that flexibility and relaxation are more likely to increase your enjoyment.
- Recognize that you are the keeper and maker of holiday traditions. Make traditions and celebrations as you would like them to be. Think and plan ahead, deleting or adding new activities. Remember the purpose of holidays is celebration.
- Be mindful that the holiday seasons may put you at risk for self-defeating behavior. Watch your indulgence in alcohol or other depressing drugs. Allow yourself to experience the holidays in a non-intoxicated state. Happy Holidays!

Connie Keene, R.N., M.S.N. is a Counselor-Therapist and has been with RIGHA since 1983. She is a clinical specialist in adult mental health and psychiatric nursing.

Representative Neal Corkery On Long-Term Care

"I became involved with the problem of long-term care, when as a legislator, constituents and friends began calling me when they had problems getting into nursing homes. Or people would call to find out what services are available for long-term care. Unfortunately, what happened is that many people weren't able to get access to the care.

"It was my concern that people have access to either nursing homes or alternative forms of long-term care. Consequently, we introduced the Long-Term Care Insurance Act, based on a model piece of legislation, that was designed to do two things. First, it provides consumer protection — it sets standards that insurance companies must adhere to. Secondly, it encourages companies to come into the state and make this insurance available.

"Another reason for introducing this legislation was to counteract the perception that Medicaid policies and Medicare itself would pay for nursing homes, which is far from the truth. Less than 3% of nursing home care is provided by Medicare.

"By making this insurance available to state workers, in a group situation, we wanted to encourage people to look at long-term care insurance as an alternative. This legislation will also provide private industry with a model from which to work.

"One benefit of this plan is that state employees can buy the insurance not only for themselves, but their parents are eligible as well."

Neal Corkery is State Representative for District 37 (Warwick).



FROM THE OFFICE OF THE GOVERNOR

Executive Orders

No.	Date	Subject
89-21	10-10-89	Establishes the Howard Complex Advisory Committee to meet quarterly for the purpose of receiving reports on the developing long-range plan for the Howard Complex, and to provide advice and counsel with respect to such matters.
89-22	9-19-89	Centralizes within the Executive Department the budget, fiscal and support services of several commissions related to individuals with disabilities.
89-23	10-3-89	Establishes the Office of Governor's Drug Program Director and outlines the Governor's Campaign Against Substance Abuse.
89-24	10-5-89	Creates the position of Capital Development Program Officer within the Department of Administration to review and report on all requests to issue capital development bonds, capital development expenditures, and creates a Capital Development Planning and Oversight Commission.
89-25	10-10-89	Establishes the Unclassified Appeal Board to hear appeals from any person in the unclassified state service appointed for a fixed term who has been discharged by any appointing authority.

For more information or copies of Executive Orders, contact the Office of the Governor's Legal Counsel, Room 320, State House — 277-2080.



COMMUNICATIONS:

Fee

Assertiveness Training (18 hours, ½ credit) 6 Thursdays beginning May 24; 9:00 - 12 Noon. Instructor: Nancy-Lee Devane, M.A. \$69

COMPUTERS:

Intro to Word Processing (15 hours, ½ credit) 3 courses will be offered: 5 consecutive Tuesdays beginning January 23; beginning March 20 and beginning April 24; 9:00 - 12 Noon. Instructors: Dr. James Davis and Tina Rosa \$96

Word Perfect (version 4.2) (18 hours, ½ credit) 6 Thursdays beginning January 11; 9:00 - 12 Noon. Instructor: Eileen Weber, M.Ed. \$93

Department of Administration employees will be given preference on a first-come basis. Class limited to 15 participants.

Using Lotus 1-2-3 (15 hours, ½ credit) 3 courses will be offered beginning January 26; beginning March 9; and beginning May 4; 9:00 - 12 Noon. Instructor: James Kenny, Ph.D. ... \$97

Intermediate Lotus (15 hours, ½ credit) 3 courses will be offered beginning January 25; beginning March 8; and beginning April 26; 9:00 - 12 Noon. Instructor: James Kenny, Ph.D. \$97

FUNCTIONING IN STATE GOVERNMENT

Specialized Records Management Tuesday, March 20 OR Tuesday, April 24; 9:00 - 4:00 p.m. Instructor: Albin Wagner, M.A.C.R.M. \$15

Perceptions of People: How Different Are We? (15-hours, ½ credit) February 21, February 27 from 9:00 - 12 Noon and March 7 from 1 to 4 p.m. Instructors: Harold "Cap" Smith, Jack White, Denise Joyal, Barbara Gianola, Lynne August, Juan Francisco and Victor Mendoza No Fee

MANAGEMENT/SUPERVISORY

Women & Management: Basic Management Skills (18 hours, ½ credit) 6 Fridays beginning April 27; 9:00 - 12 Noon. Instructor: Diane Disney \$70

What Supervisors Need to Know About Discrimination Wednesday January 31 OR Thursday June 21; 8:30 - 4:00 p.m. Instructors: Geraldine Iadevaia and Paul Holbrook \$15

Labor Relations Issues for Supervisors Friday, January 19 OR Wednesday, May 9; 8:30 - 4:00 p.m. (luncheon included). Instructors: Walter McGarry and John Turano, J.D. \$40

Supervisory and Management Skills (18 hours, ½ credit) 2 courses beginning January 31 OR beginning March 21; 8:30 - 4:00 p.m. (luncheon included). Instructor: Scott Mueller, M.S.W. \$110

Ethical and Liability Issues for Supervisors in State Government Tuesday, March 20; 8:30 - 4:00 p.m. (luncheon is included). Instructor: Frederic Reamer, Ph.D. \$40

Managing Employee Performance (18 hours, ½ credit) 2 courses beginning January 5 OR beginning April 25; 8:30 - 4:00 p.m. (luncheon is included). Instructors: Scott Mueller, M.S.W., Walter McGarry, John Turano, J.D., and John Boulmetis, Ph.D. \$110

Valuing and Managing Cultural and Gender Diversity in the Workplace (18 hours, ½ credit) \$110

Priority will be given to those who register for the whole program. If space allows ... Gender Diversity (6 hours) January 12, \$40

OR Cultural Diversity (12 hours) February 23 and March 2. Instructor: Rebecca Stiles Phillips \$70

SELF DEVELOPMENT

Stress Management (24 hours, 1 credit) 2 courses beginning January 22 OR beginning April 2; 9:00 - 12 Noon. Instructor: Sylvia Weber, M.S., R.N.C.S. \$81

Self-Marketing: Resume Writing/Preparing for an Interview (3-hour mini-course) Wednesday, February 21; 9:00 - 12 Noon. Instructor: Holly Hitchcock, M. Ed. \$15

SECRETARIAL/CLERICAL:

Self Assessment Techniques for Job Development (15 hours, ½ credit) (formerly: Self-Evaluation on the Job) (clerical only) 5 Wednesdays beginning April 4; 9:00 - 12 Noon. Instructor: Dorothy Zimmering, M.Ed. \$

TRAINERS INSTITUTE:

Audio Visual Review: Session 1: General Use and Care of Equipment; Wednesday, March 28; 9:00 - 12 Noon OR Session 2: Video Tape Recorders and Cameras: Wednesday April 4; 9:00 - 12 Noon. Instructor: Michael Hughes per session \$5

Other Courses Being Planned ...

- Introduction to Macintosh System
- Macintosh Desktop Publishing
- Graphics
- State Budgeting Process
- Effective Writing
- Secrets of Secretarial Success
- Making Presentations
- Sterotyping and Diversity: What Does Affirmative Action Have To Do With Me?
- Policy Analysis and Program Design
- How Leadership Styles Affect the Team
- Techniques for Effective Time Management
- Holding Effective Meetings
- Employee Assistance Program

For more information on courses being offered and other training opportunities call 277-2827.

pRIde

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RI Civil Service (Continued from page 1)

Division of Personnel Administration

Ten years later, during a reorganization of state government, the Department of Civil Service was incorporated into the newly created Department of Administration, and given a new identity — the Department of Civil Service became the Division of Personnel Administration.

With this new organizational plan in place, the Department of Administration became the "housekeeper" for the entire state system of government. The adjudicative function of the old Department of Civil Service became an independent personnel appeal board. Headed by an administrator of adjudication, this board still functions as a final recourse for hearing and judging appeals of state workers.

There were minor reorganizations and more restructuring of the apparatus that delivers personnel services, but this basic organization was to remain in place relatively unchanged for 36 years.

Division of Human Resources

Created by Executive Order in 1986, the new Division of Human Resources transformed the old Division of Employee Relations from what was largely a personnel records maintenance function into one that effectively administers and coordinates the activities of five Offices, that of Labor Relations; Personnel Administration; Training and Development; and State Workers' Compensation, making them all integral partners in management.

The old Division of Personnel Administration was restructured into the Office of Personnel Administration (OPA), with policy and program review capabilities, and given organizational units for: Communications; Employee Services; Management Information Systems; Recruitment and Placement; Employment Services; Administrative Services; Employee Benefits; Classification and Compensation; Examinations; and the Equal Opportunity Office.

Concurrent with the reorganization of the old Division of Personnel into an Office of Personnel Administration came a greater emphasis on the functions of recruitment selection. A separate Recruitment and Placement Unit was established as a one-stop source to provide counselling and guidance for those interested in a career in state service.

The Equal Opportunity Office was established in the Office of Personnel Administration by Executive Order in 1985, thus recognizing it as a complimentary force allowing it a role in personnel design and policy formulation.

The former training unit was elevated to Office status with establishment of the Division of Human Resources. Now organizationally on par with other units, this change places it in proper perspective, and emphasizes the importance of an effective training program for state workers to encourage the development of the individual worker, and to improve the delivery of state services.

Restructuring of the Department of Workers' Compensation, principally an oversight agency by statute, allowed for the creation of an Office of State Workers' Compensation to deal exclusively with the claims of state employees, National Guardsmen and members of the Civil Defense Force. Two years of experience with this innovative approach has proven the program to be cost effective. And although the processing of injury claims of state workers will remain the prime responsibility of this Office, the next two years will see more changes in the Workers' Compensation function to include such new approaches as prevention, health maintenance and safety issues.

Other Changes

In other areas of human resources management, the State of

Rhode Island has been in the forefront in implementing a family leave policy — one of the most liberal in the country. Our policy grants unpaid parental leave for up to one year to all workers regardless of gender, and the employee is guaranteed his or her old job back or a comparable position upon return to work. In addition, this leave policy extends beyond maternity to adoption, or serious illness of any family member, and provides medical coverage during such leave. Employees are entitled to all accumulated seniority, retirement and other service credits. The leave of absence provided in this law is in addition to any other paid leave benefits granted state employees.

In child care for state workers, this State is again in the vanguard. Our new Department of Administration building which will be occupied in January, will boast an on-site child care center for infants as well as pre-school children. By February, 1990, the center will be available to all state workers in the Capitol Hill area.

To eliminate years of backlog in untested civil service positions, we launched an accelerated job examination program.

A year-long Classification-Compensation study, conducted by a national firm of consultants, is now complete. The prime focus of the study is pay equity, comparable worth, and effective program administration. The findings and recommendations will enable us to properly evaluate and classify jobs; and develop a system for assigning a fair and equitable salary program.

To bring Human Resources Management into the 21st century, our main computer capability has been greatly enhanced by taking advantage of the latest technological developments, including the addition of an in-house mini-computer system for the personnel services function.

Yes, changes in personnel administration during the past 50 years have been dramatic and, safe to say, far exceed the expectations or the vision of the framers of the 1939 legislation.

The personnel function itself has undergone a metamorphosis, evolving from Hiring, Personnel, Industrial Relations, Employee Relations, and now, the *profession* of Human Resources Management.

The next 50 years will bring even greater and more dramatic changes, especially in technology for the delivery of personnel services; changes that we cannot now envision nor speculate upon.

We leave that task to the editor of these pages in 2039, when Rhode Island Civil Service will celebrate its Centennial!

State Employees In The News

(Continued from page 2)

Richard A. Pierson, Information Systems Group Coordinator, Division of Central Services, was elected President of the National Association of State Information Resource Executives, at the organizations annual meeting on August 3, 1989 in Atlanta, Georgia. His term of office runs through August, 1990.

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Anthony Piccirilli, Auditor General of the State of Rhode Island is the recipient of the 1989 Goodrich Award "for distinguished service to Rhode Island taxpayers by a state employee."

The award is given annually by the Rhode Island Public Expenditure Council in recognition of outstanding contributions to public service.

A companion award is also given annually for distinguished service by a local government employee.

This year's recipient is Robert W. Sutton, Town Manager of Jamestown.

The Distinguished Public Service Awards were presented at RIPEC's annual meeting.



When Scott Larson Needed A Bone Marrow Transplant, His Health Care Plan Acted. His Life Depended On It.

The chemotherapy treatments needed to treat Scott Larson's leukemia were so toxic his bone marrow was being destroyed, putting his life at risk.

He needed a bone marrow transplant—and fast.

Scott Larson's personal doctor at RIGHA and the RIGHA health care team swung into action.

Scott's physician arranged for

him to be sent to a world class medical center with special expertise in bone marrow transplant technology. And, of course, RIGHA paid for everything.

Fortunately, Scott Larson's story has a happy ending. He's back in school now. His leukemia is in remission. And his doctor at RIGHA checks him regularly to make sure it stays that way.

You may never need the highly sophisticated treatment that Scott Larson received through his RIGHA membership. But, if you want the security of knowing it's there, tell your employer you want to be a RIGHA member.

RIGHA

When it really counts.

In RI: Providence, Warwick, Lincoln, Aquidneck. MA: Plainville, Swansea, Westport. For information call RIGHA at 401-421-4410 ext. 539 or 508-677-0600.